

## Incident Report

As of 11/2/2010

### Administrative Services

#### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution		
	High	Low	FCR Total
Administrative Services	1	78	79
	0	22	22
Customer Company Total	1 0	78 22	79 22